## **SharePoint Support Process** Step 1: Step 2: Step 3: Step 4: SharePoint User -User's Local DII Helpdesk and Microsoft & Vendor Self Service SharePoint Site the DII SharePoint **Technical Support** Administrator, Administrators Local IT Support, or Local Helpdesk Start Here User reviews FAQ and Knowledge Base files to resolve User contacts their Local SharePoint Administrator, Local IT Resolved? Support, or Local Helpdesk and describes question/issue. Local Support attempt to answer or resolve issue. Local Support creates Footprints ticket and Resolved? -No-**▶** describes issue and work attempted so far. Ticket assigned to DII Yes SharePoint Admin. The DII SharePoint Admin attempts to resolve, including the use of MS-TechNet and other resources. Yes DII SharePoint Admin updates Footprints and Resolved? opens ticket with Microsoft or Vendor. Yes DII SharePoint Admin updates and closes Microsoft or Vendor Local Support notifies Footprints ticket and if End work with DII to resolve applicable, updates the the user with resolution. issue. SharePoint Knowledge Base/FAQ's